

# CONSUMER GRIEVANCE REDRESSAL FORUM

ELECTRICAL CIRCLE, BARGARH

First Floor, Raymond Building, Bandutikra Chowk, Bargarh-768028

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## Present:

|                          |     |                  |
|--------------------------|-----|------------------|
| Sri B.K.Singh            | ... | President        |
| Sri Pulakesh Dasbhaya    | ... | Member (Finance) |
| Sri Debendra Ranjan Sahu | ... | Co-Opted Member  |

|    |                                              |                                                                           |                                |                                                      |         |
|----|----------------------------------------------|---------------------------------------------------------------------------|--------------------------------|------------------------------------------------------|---------|
| 1  | Case No.                                     | <b>BGH/170/2026</b>                                                       |                                |                                                      |         |
| 2  | Complainant                                  | Name & Address:                                                           |                                | Consumer No:                                         |         |
|    |                                              | Hari Rout                                                                 |                                | 5154-1208-1138                                       |         |
|    |                                              | At-Dabpali, Kuluplai, Jharbandh                                           |                                | Contact No.:                                         |         |
|    |                                              | Dist-Bargarh                                                              |                                | 8018734137                                           |         |
| 3  | Respondent                                   | Name                                                                      |                                | Division                                             |         |
|    |                                              | SDO(Elect.), TPWODL, Jharbandh                                            |                                | BWED, TPWODL, Bargarh.                               |         |
| 4  | Date of Application                          | 07.05.2026                                                                |                                |                                                      |         |
| 5  | In the matter of-                            | 1. Agreement / Termination                                                |                                | 2. Billing Disputes                                  |         |
|    |                                              | 3. Classification / Reclassification of Consumers                         |                                | 4. Contract Demand / Connected Load                  |         |
|    |                                              | 5. Disconnection / Reconnection of Supply                                 |                                | 6. Installation of Equipment & apparatus of Consumer |         |
|    |                                              | 7. Interruptions                                                          |                                | 8. Metering                                          |         |
|    |                                              | 9. New Connection                                                         |                                | 10. Quality of Supply & GSOP                         |         |
|    |                                              | 11. Security Deposit / Interest                                           |                                | 12. Shifting of Service Connection & equipments      |         |
|    |                                              | 13. Transfer of Consumer Ownership                                        |                                | 14. Voltage Fluctuations                             |         |
|    |                                              | 15. Others (Specify) -                                                    |                                |                                                      |         |
|    |                                              |                                                                           |                                |                                                      |         |
| 6  | Section(s) of Electricity Act, 2003 involved | 42(5)                                                                     |                                |                                                      |         |
| 7  | OERC Regulation(s):                          |                                                                           |                                |                                                      | Clauses |
|    | 1                                            | OERC Distribution (Licensee's Standard of Performance) Regulations, 2004  |                                |                                                      |         |
|    | 2                                            | OERC Conduct of Business) Regulations, 2004                               |                                |                                                      |         |
|    | 3                                            | Odisha Grid Code (OGC) Regulation, 2006                                   |                                |                                                      |         |
|    | 4                                            | OERC (Terms and Conditions for Determination of Tariff) Regulations, 2004 |                                |                                                      |         |
|    | 5                                            | Others-OERC Distribution (Conditions of Supply) code, 2019                |                                |                                                      |         |
|    |                                              | 42,140,155 & 157                                                          |                                |                                                      |         |
| 8  | Date(s) of Hearing                           | 07.05.2026                                                                |                                |                                                      |         |
| 9  | Date of Order                                | 29.05.26                                                                  |                                |                                                      |         |
| 10 | Order in favour of                           | Complainant                                                               | ✓                              | Respondent                                           | Others  |
| 11 | Details of Compensation awarded, if any.     |                                                                           | Nil                            |                                                      |         |
| 12 | Appeared for the Complainant:                |                                                                           | Appeared for the Respondent:   |                                                      |         |
|    | Hari Rout                                    |                                                                           | SDO(Elect.), TPWODL, Jharbandh |                                                      |         |

## **ORDER**



### **Brief Facts of the Case**

During the spot hearing camp at Jharbandh sub division under Bargarh West Electrical Division on 07-05-2026, the complainant appeared before the Forum whereas SDO-Jharbandh appeared as respondent before the Forum.

Brief facts pertaining to the case are that the Complainant is a LT- Domestic consumer having consumer No. 5154-1208-1138 with connected load of 1.00 KW. That the Complainant has raised objection regarding the wrong bill served to him for the month of Mar'2026. He requested for revision of bills and mentions about verbal complaint being made to the respondent earlier on.

### **Gist of Arguments made by the Parties**

Both parties were present in the hearing. The contentions made by the parties are as follows:

#### **1. Submission of the Complainant:**

1. The complainant submits that, wrong bill has been served to him for the month of Mar'2026 resulted to accumulation of arrear.
2. He further submits that; he had made verbal complain to the respondent about the erroneous bill.
3. He also requested the Forum to revise the bills.

#### **2. Reply Submission of the Respondent:**

- i. The respondent submitted the PVR dated 25-05-2026 mentioning that "wrong FMR of old meter has been entered during meter change. Actual FMR of old meter no. WUV06449 is 2700 kwh".
- ii. However, the respondent requested the Forum to take appropriate decision as necessary.

### **Findings and observations of the Forum**

Written/verbal Submissions were made by both parties and arguments were heard at length. This Forum, after hearing the parties and going through the relevant documents, FG and Samadhan database (Licensee's soft records) and provisions of law have concluded as follows:

1. It is noted from the billing database that the complainant has been given power supply on 28-04-2016 and bills on actual meter readings have been served up to Jan'2026 with a meter reading of 2681 of meter no. WUV06449. No bill has been raised for Feb'2026.

2. In the meanwhile, a new meter bearing Sl. No. TWSU51075948 was replaced on 23-02-2026 against old meter bearing Sl. No. WUV06449 with a FMR of "2700" but the FMR has wrongly been entered as "3258".
3. Due to which the bill for the month of Mar'2026 (raised for 2 months from Feb'26 to Mar'26) has been raised @ 632 units in spite of new meter reading is "55" whereas the bill should be raised for 74 units only (2700-2681+55).
4. Therefore, it is decided by the Forum that the bill for the month of Feb-Mar'2026 should be revised.

### **Directions of the forum**

In view of the above findings and discussions, the Forum is of the view that,

- The bill for the month of Feb'2026 to Mar'2026 is to be revised @ 74 units only as per Section 157 of Odisha Electricity Regulatory Commission Distribution (Conditions of Supply) Code, 2019.
- Any adjustments done during the revision period are also to be taken in to consideration.
- DPS charged on the wrong bills are also to be withdrawn.

**The Opposite party is directed to submit the compliance report to this Forum within one month from the date of issue of this order.**

Accordingly, the case is disposed of.

  
(D.R Sahu)  
Co-Opted Member  
Grievance Redressal Forum  
TPWODL, Bargarh-768028

  
(P. Dasbhaya)  
Member (Finance)  
Grievance Redressal Forum  
TPWODL, Bargarh-768028

  
(B.K. Singh)  
PRESIDENT  
Grievance Redressal Forum  
TPWODL, Bargarh-768028

No. GRF/BGH/ 18/ (3)

Date: 29.05.26

Certified Copy to:

- 1) The Zonal Head, Bargarh Zone, TPWODL, Bargarh.
- 2) The Chief Legal, TPWODL, Burla.

*"If the complainant is aggrieved with this order or non-implementation of the order of the Grievance Redressal Forum in time, he/she can make the representation to the Ombudsman-II, Qrs. No. 3R-2(S), GRIDCO Colony, P.O: Bhoinagar, Bhubaneswar-751022 (Tel. No. 0674-2543825 and Fax No. 0674-2546264) within 30 days from the date of order of the Grievances Redressal Forums".*

This order can be accessed at TPWODL website [www.tpwesternodisha.com](http://www.tpwesternodisha.com)- Customer Zone- Grievance Redressal Forum- BGH- GRF case No. BGH 170 of 2026.